

IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Marianne Hickey

Confirmation No.: 7400

Application No.: 09/994,915

Examiner: Cheryl M. Reid

Filing Date: 11/27/2001

Group Art Unit: 2142

Title: ENHANCEMENT OF COMMUNICATION CAPABILITIES

Mail Stop Amendment  
Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Sir:

This Information Disclosure Statement is submitted:

- ( ) under 37 CFR 1.97(b), or  
(Within three months of filing national application; or date of entry of national application; or before mailing date of first office action on the merits; whichever occurs last)
- (X) under 37 CFR 1.97 (c) together with either a:  
( ) Statement under 37 CFR 1.97(e), or  
(X) a \$180.00 fee under 37 CFR 1.17(p), or  
(After the CFR 1.97 (b) time period, but before final action or notice of allowance, whichever occurs first)
- ( ) under 37 CFR 1.97 (d) together with a:  
( ) Statement under 37 CFR 1.97(e)(1) or (2), and  
( ) a \$180.00 fee set forth in 37 CFR 1.17(p).  
(Filed after final action, a notice of allowance, on or before payment of the issue fee)

Please charge to Deposit Account 08-2025 the sum of \$180.00. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25.

(X) Applicant(s) submit herewith Form PTO 1449 - Information Disclosure Statement together with any required copies of patents, publications or other information of which applicant(s) are aware, which applicant(s) believe(s) may be material to the examination of this application and for which there may be a duty to disclose in accordance with 37 CFR 1.56.

( ) A concise explanation of the relevance of foreign language patents, foreign language publications and other foreign language information listed on PTO Form 1449, as presently understood by the individuals(s) designated in 37 CFR 1.56 (c) most knowledgeable about the content is given on the attached sheet, or where a foreign language patent is cited in a search report or other action by a foreign patent office in a counterpart foreign application, an English language version of the search report or action which indicates the degree of relevance found by the foreign office is listed on form PTO 1449 and is enclosed herewith.

It is requested that the information disclosed herein be made of record in this application.

- ( ) I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450. Date of Deposit: \_\_\_\_\_

OR

- ( ) I hereby certify that this paper is being transmitted to the Patent and Trademark Office facsimile number \_\_\_\_\_ on \_\_\_\_\_  
Number of pages: \_\_\_\_\_

Typed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Respectfully submitted,

Marianne Hickey

By Randy A. Noranbrock  
Randy A. Noranbrock

Attorney/Agent for Applicant(s)  
Reg. No. 42,940

Date: 11/30/2005

Telephone No.: (703) 684-1111

09994915  
082025  
00000005  
10/04/2005 HALL11  
180.00 DA  
01 FC:1806

INFORMATION DISCLOSURE  
CITATION IN AN  
APPLICATION



(PTO-1449)

ATTY. DOCKET NO.

1509-247

SERIAL NO.

09/994,915

APPLICANT

HICKEY, Marianne et al

FILING DATE

11/27/2001

GROUP

2142

U.S. PATENT DOCUMENTS

EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	5,758,281	05-1998	EMERY et al.			
	5,907,547	05-1999	FOLADARE et al.			
	5,914,951	06-1999	BENTLEY et al.			
	5,954,798	09-1999	SHELTON et al.			
	5,956,027	09-1999	KRISHNAMURTHY, Balachander			
	6,006,269	12-1999	PHAAL, Peter			
	6,035,332	03-2000	INGRASSIA et al.			
	6,076,100	06-2000	COTTRILLE et al.			
	6,166,730	12-2000	GOODE et al.			
	6,167,432	12-2000	JIANG, Barclay Ruiquing			
	6,181,697	01-2001	NUREMBERG et al.			
	6,259,701	07-2001	SHUR et al.			
	6,295,550	09-2001	CHOUNG et al.			
	6,295,551	09-2001	ROBERTS et al.			
	6,311,231	10-2001	BATEMAN et al.			
	6,349,290	02-2002	HOROWITZ et al.			
	6,385,646	05-2002	BROWN et al.			
	6,418,471	07-2002	SHELTON et al.			
	6,430,567	08-2002	BURRIDGE, Richard N.			
	6,442,590	08-2002	INALA et al.			
	6,487,195	11-2002	CHOUNG et al.			
	6,654,457	11-2003	BEDDUS et al.			
	6,654,815	11-2003	GOSS et al.			
	6,665,395	12-2003	BUSEY et al.			
	6,687,241	02-2004	GOSS, Raymond G.			
	6,687,877	02-2004	SASTRY et al.			
	6,690,654	02-2004	ELLIOTT et al.			
	6,697,858	02-2004	EZERZER et al.			
	6,714,987	03-2004	AMIN et al.			
	6,747,970	06-2004	LAMB et al.			
	6,748,420	06-2004	QUATRANO et al.			

INFORMATION DISCLOSURE  
CITATION IN AN  
APPLICATION<sup>ra</sup>



(PTO-1449)

ATTY. DOCKET NO.  
1509-247

SERIAL NO.  
09/994,915

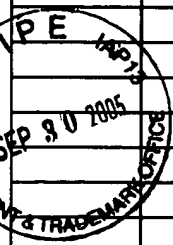
APPLICANT  
HICKEY, Marianne, *et al*

FILING DATE  
11/27/2001

GROUP  
2142

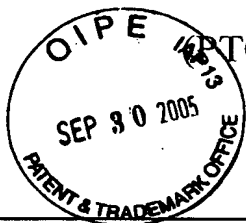
U.S. PATENT DOCUMENTS

EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	6,212,268 B1	3/2001	Nielsen			
	6,006,269	12/1999	Phaal			
	5,848,143	12/1998	Andrews et al			
	5,838,682	11/1998	Dekelbaum et al			
	5,884,0320	3/1999	Bateman et al			
	5,954,798	09-1999	SHELTON et al.			
	5,956,027	09-1999	KRISHNAMURTHY, Balachander			
	6,035,332	03-2000	INGRASSIA et al.			
	6,076,100	06-2000	COTTRILLE et al.			
	6,166,730	12-2000	GOODE et al.			
	6,167,432	12-2000	JIANG, Barclay Ruiquing			
	6,181,697	01-2001	NURENBERG et al.			
	6,259,701	07-2001	SHUR et al.			
	6,295,550	09-2001	CHOUNG et al.			
	6,295,551	09-2001	ROBERTS et al.			
	6,311,231	10-2001	BATEMAN et al.			
	6,349,290	02-2002	HOROWITZ et al.			
	6,418,471	07-2002	SHELTON et al.			
	6,430,567	08-2002	BURRIDGE, Richard N.			
	6,434,599	08-2002	PORTER, Swain W.			
	6,442,590	08-2002	INALA et al.			
	6,487,195	11-2002	CHOUNG et al.			
	6,654,457	11-2003	BEDDUS et al.			
	6,654,815	11-2003	GOSS et al.			
	6,665,395	12-2003	BUSEY et al.			
	6,687,241	02-2004	GOSS, Raymond G.			
	6,687,877	02-2004	SASTRY et al.			
	6,690,654	02-2004	ELLIOTT et al.			
	6,697,858	02-2004	EZERZER et al.			
	6,714,987	03-2004	AMIN et al.			
	6,747,970	06-2004	LAMB et al.			

	6,810,405	10-2004	Larue et al			
FOREIGN PATENT DOCUMENTS						
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translation Yes No
	WO 98/37687 A1	08/27/1998	WIPO			Yes No
	WO 98/59461 A2	12/30/1998	WIPO			Yes No
	WO 99/18514 A1	04/15/1999	WIPO			Yes No
	WO 00/03329 A1	1/20/2000	WIPO			Yes No
	WO 01/03036 A1	01/11/2001	WIPO			Yes No
	WO 01/24092 A1	04/05/2001	WIPO			Yes No
	0 829 996 A2	3/18/1998	Europe			Yes No
	WO9834391	8/1998	WIPO			
	WO9914930	3/1999	WIPO			
	2 359 215 A	8/15/2001	United Kingdom			Yes No
	00/4118	7/2000	WIPO			
	01/08061	2/2001	WIPO			
	00/58867	10/2000	WIPO			
	99/26153	5/1999	WIPO			
	01/28206A1	4/2001	WIPO			
	2342529A	4/2000	GB			
	2320843A	7/1998	GB			
	0820028A2	1/1998	EP			
0838770A2	4/1998	EP			Yes No	
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)						
	Neff, Todd, The Multimedia Contact Center: Corporate Façade or Human Face? Page 1. By Todd Neff, The Murrow Center. April 10, 2000 <a href="http://itc.mit.edu/rpcp/Pubs/Theses/neff.pdf">http://itc.mit.edu/rpcp/Pubs/Theses/neff.pdf</a>					
EXAMINER	DATE CONSIDERED					

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.

**INFORMATION DISCLOSURE  
CITATION IN AN  
APPLICATION**



(PTO-1449)

ATTY. DOCKET NO.  
1509-247

SERIAL NO.  
09/994,915

APPLICANT  
HICKEY, Marianne, *et al*

FILING DATE  
11/27/2001

GROUP  
2142

**U.S. PATENT DOCUMENTS**

EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	6,771,766	08-2004	SHAFIEE et al.			
	6,807,564	10-2004	ZELLNER et al.			
	6,826,194	11-2004	VERED et al.			
	5,958,014	9-1999	CAVE			
	6,212,548	4-2001	DeSIMONE et al.			
	6,065,047	5-2000	CARPENTER et al.			
	6,707,811	3-2004	GREENBERG et al.			
	6,678,718	1-2004	KHOURI et al.			
	6,490,349	12-2002	GARFINKEL et al.			
	6,618,476	9-2003	SZETO et al.			
	6,069,890	5-2000	WHITE et al.			
	6,212,268 B1	3/2001	Nielsen			
	5,884,032	03/16/99	Bateman et al			

**FOREIGN PATENT DOCUMENTS**

EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
	WO 98/37687 A1	08/27/1998	WIPO			Yes	No
	2 359 215 A	8/15/2001	United Kingdom			Yes	No
	WO 01/24092 A1	04/05/01	WIPO			Yes	No
	WO 01/03036 A1	01/11/01	WIPO				
	WO 00/58867 A1	10/05/00	WIPO				
	WO 00/57294 A1	09/28/00	WIPO				
	WO 00/41118 A2	07/13/00	WIPO				
	WO 00/03329 A1	01/20/00	WIPO				
	WO 99/18514 A1	04/15/99	WIPO				
	WO 98/59461 A2	12/30/98	WIPO				
	WO 01/24092 A1	04/05/01	WIPO				